FEATURES OF DPS

TSP Qualifications

Qualifications requirements for Transportation Service Providers to participate in DPS provide information for new TSP entrants and approved TSPs already participating in DPS. TSPs are required to train and become certified with USBank PowerTrack.

Rate Filing Document

Rates will be filed by TSPs engaging in the movement of DoD and U.S. Coast Guard (USCG) - sponsored shipments of household goods within and outside of the continental United States (the 48 contiguous states and Alaska). All rates filed will undergo a Rate Reasonableness (RR) check per channel in each market (e.g. dHHG, iHHG and iUB etc) to determine if the rates submitted are acceptable.

Minimum Performance Score

The Minimum Performance Score (MPS) rules are intended to enhance the quality of service to Service Members through measurement of the performance by the TSPs. The business rules for the MPS are one of four functional areas that provide input for establishing a TSP's Performance Score, by market, prior to filing. NPS is the foundation of the TSP ranking that will be used at the start of shipments via DPS.

Best Value Scoring

Best Value Scoring is used to distribute shipments to TSPs. TSPs will receive Best Value Scores based on two factors: performance and rates. Performance will be measured using the scores from the TSPs Customer Satisfaction Surveys (CSS) and their Claims scores. Each TSPs rates will be given a score based on their rate as compared to the other TSPs in each specific market. The Best Value Score (BVS) for each TSP, in each channel, is the basis for shipment award and includes calculations of TSP performance scores, claims scores, and rate scores.

TSP Ranking

The TSP Ranking is integrated with the Best Value Scoring to stack the TSP in order in each channel in one of four quality bands. TSPs will be ranked from highest Best Value Score (BVS) to lowest BVS using survey scores from the prior twelve months and the most recent rate submissions. The initial ranking that occurs at program start up will remain in effect for a designated period, and then re-ranking will occur at the end of each performance period. The re-rankings will be performed by DPS using the applicable 12-months of performance data (i.e., most recent Performance Score) and the most current rate data (Rate Score).

Customer Satisfaction Survey Score

The Customer Satisfaction Survey (CSS) is the primary source of data that is used in determining the performance portion of each TSP's Best Value Score. Each Service Member moving under DPS will be counseled on the importance of completing the CSS on the web upon delivery of each shipment moved.

Self Counseling

Online Self Counseling allows the Service Member to enter their move information and establish their shipment in DPS. Self Counseling allows the Service Member to document all of the data required to initiate and transact the move including;

Service Member information

Shipment location

Relevant data entry which includes

A weight estimator

Entitlement information

Consignment information

Printing of numerous forms

DPS submits completed counseling sessions to the PPSO Counseling work queues to allow the appropriate PPSO to validate the orders and complete the initial shipment processing.

DPS Counseling handles all types of shipments, including domestic and international household goods and unaccompanied baggage, mobile homes and boats, Personally Procured moves (PPM), as well as capturing Direct Procurement Move (DPM), NTS, and Privately-Owned Vehicle (POV) information.

Shipment Planning, Distribution and Management

The largest segment of DPS is the Shipment Planning, Distribution and Management area. This area is divided into three modules, the Outbound, Inbound, and TSP modules.

The Outbound and Inbound modules contain similar functionality related to the Outbound and Inbound PPSO roles, such as Updating Shipment Information, SIT and Excess Cost. Separately, the Outbound module provides rules for Origin such as Traffic Distribution, Shipment Allocation, Spread Dates, Blackout Dates and Pre-move Surveys. Additional rules covered in the outbound module include the consequences of Shipment Rejection, short-fuse shipments, Diversions, and Frustrated shipments. The Inbound Module provides rules specific to receiving shipments such as Shipment delivery, Partial delivery and requesting accessorials.

The TSP module provides the business rules around the Offer, Acceptance and Refusal of Shipments, as well as the Pre-move activities such as Pre-move Surveys and Pre-Approvals.

Costing of Shipments

The DPS Costing Engine is the single point for costing the latest current domestic and international tariff. The costing engine will support the domestic tariff 400NG Rating Engine and the new International Tender. As TSP invoices are submitted to DPS from PowerTrack, DPS will sort transactions as either Domestic or International and use pickup date to determine the appropriate Tariff/Tender to apply. Shipments with a pickup date on or after a specific date will use the 400NG Domestic Tariff and the new International Tender. The 400NG Domestic Tariff serves as the principal DoD domestic tariff that governs the transportation of household goods

(HHG), personal effects, property and other similarly defined articles in all points of the United States and District of Columbia with the exception of Hawaii.

PowerTrack will provide necessary updates to its User Interface and EDI mapping programs, in order to accommodate the use of multiple tariffs simultaneously.

It is in this area of DPS that the entry of pre-approval items and subsequent PPSO approvals / denials of the items will take place. An open item reports (i.e., TSP and PPSO Work Queue) of invoices with non-approved billed items, and the approvals of invoiced billed items by the PPSO, as well as allowing an edit of billed items' invoiced quantities will be provided. In addition, this area provides payment and costing reports, general searches for invoices, and billed item messages, which allows both PPSOs and TSPs to enter an unlimited set of notes per billed item, and acts as a communication and explanation mechanism to resolve disputes on any given billed item.

The costing of all billed items, including:

> *Linehaul*
>
> *Accessorials*
>
> *Surcharges such as fuel and bunker charges*
>
> *Third-party services.*

The DPS Costing Engine is responsible for pre-costing checks such as validating that maxpack has been correctly invoiced and automatically rejecting items incorrectly billed, as well as retrieving mileages from the Defense Table of Distances (DTOD) system.

The costing engine handles all types of rates including:

> *Latest current Domestic and new Domestic tariff 400NG Rating Engine*
>
> *Latest International tariff and the New International Tender*
>
> *Special Solicitations*
>
> *OTO/MOTO/BOTO*
>
> *Volume Move*
>
> *Frustrated Shipment*

Claims Management

DPS allows the Service Members direct on-line claims filing, negotiation, and settlement capabilities. When the Service Member has a claim for a just completed household goods shipment they can enter the claim information directly with the Transportation Service Provider via DPS. The DPS system allows the Service Member to negotiate directly with the TSP on-line. Additionally, the system allows the TSP to enter the claim offers with direct data feed to the military claims services. Any claims that cannot be settled will be transferred to Military Claims Service Systems.